



**ADDENDUM
CITY OF AUSTIN, TEXAS**

Solicitation: RFP 5600 GAZ3010REBID Addendum No: 3 Date of Addendum: 7/22/21

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Extension:

The Offers Due is hereby extended until 2:00 PM local time, Tuesday, August 10, 2021.

The Offer Opening is hereby extended until 3:00 PM local time, Tuesday, August 10, 2021.

The Questions Due is hereby extended until 4:45 PM local time, Tuesday, July 27, 2021.

II. Questions:

- 1. As it relates to the external users. Will they be authenticated users? Meaning, do they have a username and password to access the system?**

Answer: Yes, the City seeks a system that will support authentication for external users. In this case, City employees would log in with their City SSO credentials (Microsoft) and external users would sign-in with another mechanism (e.g., system-managed accounts or another SSO choice), ensuring there is no shared access and all events are uniquely attributable.

- 2. Do require any cloud platform security accreditations?**

Answer: Cloud providers can provide many types of attestations to show compliance with City controls. A SOC II Type II is the most common for data centers, evidence from the implementation of regulatory controls can vary between providers and regulators, and FedRamp Moderate/High environment would have many artifacts and provide a customer responsibility matrix (Please note that the City would need to implement the controls identified in the customer responsibility matrix). In addition to the SSAE-18 report we are often provided artifacts from certifications like ISO and CSA-STAR (both independent and self-assessments).

For Financial projects the City requires vendor compliance with both FACTA and PCI requirements (where applicable for the solution). Data handling controls, like those that geographically restrict and encrypt data in transit and data at rest are commonly found in the SOW as customer requirements as well as in the vendor's regulatory or industry guidance.

- 3. Does a user need to log into a system to access the "public portal"? It is a requirement for both internal and external users.**

Answer: To access features, functions, and account specific information, the City expects internal and external users to have to log in. However, accessing something like a basic landing page or a new account registration page, we would expect these to be available to unauthenticated users.

4. Your go live states 9-12 months from solution selection to go live. Are you anticipating 9-12 months of development and implementation?

Answer: The 9-12 month period does not reflect specific development and implementation time. Instead, this is a general window that allows for typical stalls and problems during a new solution implementation, that includes data migration, testing, etc. At this time, the City sees this timeframe as a reasonable window to reach go-live for a project of this size.

5. Do you require a native mobile application to leverage GPS, take voice notes or take pictures of properties for management purposes?

Answer: No, the stated features are not viewed as a requirement for mobile access.

Additional clarification from Addendum No. 1:

The City expects that its end-users and external users (i.e., basic licensed and unlicensed registered users) will have access to the following through their mobile devices, such as smartphones and tablets, either via a mobile-friendly website (preferred) or dedicated multi-platform app:

External Users (Unlicensed Registered)

- Access to the "public portal" to view invoices, submit work orders, and for basic tracking of system supported processes (e.g., project status)

End-Users (Licensed)

- Access to the "public portal" to view invoices, submit work orders, and for basic tracking of system supported processes (e.g., project status)
 - Access to view and search through City real estate inventory
 - Not required, but preferred – Limited ability to add and update entries, restricted via account controls/permissions
 - Access to view and search through City leases and agreements
 - Not required, but preferred – Limited ability to add and update entries, restricted via account controls/permissions
 - Limited access to dashboards and reports
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6. Will the software selected be required to take payments? Or do you have a third-party payment gateway to integrate with?

Answer: No, the City does not require that the solution accept payments. However, if payment integration is possible, this would be viewed as a positive.

7. Will the vendor selected require e signature a capability?

Answer: No, eSignature capability is not a requirement.

8. One of your mandatory requirements is for Site and Floor plans. Do site and floor plans need to be interactive?

Answer: No, we do not require the plans to be interactive. However, interactivity or in-browser rendering of plans would be a positive.

9. Miscellaneous: GIS integration (i.e., communication with City's GIS systems) – Please provide how City has been maintaining it now and as to how this has to be replicated in the solution.

Answer: As noted in the RFP package, GIS integration is an optional element.

However, since the City maintains its own GIS layers to record City properties, plots, lines, etc. the ability for a solution to communicate with existing or new GIS layers would be a benefit, to eliminate replicating information across systems and solutions. As an example, tying records in the new solution to existing assets in GIS using unique IDs and location data.

10. User experience: Work orders – Please elaborate your expectation

Answer: The City seeks a solution that will support the generation and assignment of workorders for property owners, property managers, tenants, etc. For example, if the City is the lessor and responsible for maintaining a particular building, we're looking for registered external-users to be able to access the solution "public portal," sign-in with their unique credentials, and submit a work order for their building, such as repairing a broken door lock.

Work orders should follow basic form structures, with drop downs, auto populate fields, comments, status, (ideally) response time tracking/Service Level Agreement (SLA) tracking, and other common electronic work order elements.

11. Administrative:

Non-proprietary formats of export - Please elaborate your expectation

Answer: The City seeks the ability to export system data (e.g., property records, work orders, system accounts, etc.) on-demand in common (i.e., non-proprietary) formats such as CSV, SQL, and JSON.

Bulk import of data - Please elaborate your expectation

Answer: The ability to import large sets of structured data through automated or semi-automated processes. For example, importing a list of all existing City-owned properties into the solution.

Support for Non SSO authentication - Please elaborate your expectation

Answer: The ability to have external-users sign into the solution without requiring their own City of Austin managed SSO accounts.

City employees will sign in with their City credentials.

People outside the City will sign in either with accounts created in the new system or via another secure appropriate alternative.

Data validation for address reporting - Please elaborate your expectation

Answer: These are separate line items, but the numbering appears to have been missed.

For “Data Validation for Addresses,” the City seeks support to validate and conform address data to appropriate common standards. For example, recognizing and validating that 100 Main Street and 100 Main St. are accepted and the same location, but not “100 Main Str” or other such uncommon variants, typos, etc.

Technical documentation - Please elaborate your expectation

Answer: The City expects current common supporting technical documentation to be provided and available for internal distribution, such as end-user guides, administrator guides, API guides, data dictionaries, etc.

12. Optional requirements:

Unrestricted access - Please elaborate your expectation

Answer: The City seeks a solution that does not limit access or transactions. For example, some solutions may limit the number of queries or reports that can be run to a specific number within a given period (e.g., no more than 500 queries per month without additional charges or licensing).

External connection accessible by third party BI tools - Please elaborate your expectation

Answer: The City is interested in the ability for the solution to support connectivity through common technologies, such as APIs, to provide data to third-party business intelligence (BI) technologies such as Microsoft Power BI.

Data connection/Integration support (Ex: Automated import from outside sources via common protocols) - Please elaborate your expectation

Answer: The City is interested in the ability to establish connections to data source outside the solution itself, such as external databases, using common technologies (e.g., REST, database connections, etc.) to interact with data through ad-hoc and scheduled automated or semi-automated process. For example, a weekly import of City-owned property updates to account for changes in lot sizes, status, and ownership.

13. In Addendum 1 it stated there was not a projected budget at the time. Is there a budget for this project now?

Answer: The answer remains the same: There is no projected budget at this time.

14. Does the city prefer to use an existing COTS based solution for its real estate management solution?

Answer: No.

15. **Is the city willing to consider a low-code software platform to predominantly create a 100% tailor made real estate management solution, provided the customized solution is delivered in a 9 to 12 month timeframe?**

Answer: Yes.

16. **If the city is willing to entertain the idea of a predominately customized solution, are there more in-depth detailed requirements available than the ones provided in the RFP?**

Answer: No.

17. **Are there any additional requirements that pertain to the data migration?**

Answer: The migration will need to support the use of flat files (e.g., CSVs) and spreadsheets.

18. **How important is it to the city to have a software development platform capable of addressing future functionality needs, out of scope needs, and for further build out of the solution?**

Answer: Important, as business needs are constantly changing.

19. **Can you estimate the number of SWOT Analysis items expected? Are the SWOT Analysis items limited to direct interactions with the proposed solution or to include external items?**

Answer: No, we cannot provide an estimate at this time. The SWOT should include pertinent and impactful items.

20. **Can you estimate the number of Process Flows expected? Are the Process Flows limited to direct interactions with the proposed solution or to include external tasks/processes?**

Answer: The City department's existing solutions (broadly) do not have software-defined process flows. While they have many defined processes and expected flows, most are managed manually. An exact count cannot be provided at this time.

21. **Can you please clarify the following statements that could potentially conflict: "vendor assumes full responsibility for its (software) inclusion and support in the solution," "The City reserves the right to purchase such software from other sources," and, "The City reserves the right to purchase hardware from other sources."**

Answer: On Software:

If third-party software and services are required by the vendor to complete their proposed solution for the City, we expect those items to be included explicitly in the pricing as part of the vendor's total cost. For example, if the base license for the vendor's product is \$50,000, but an additional third-party add-on is required with a cost of \$10,000, we expect vendors to state the total cost for their proposed solution to be \$50,000 + \$10,000 for a total of \$60,000, each part presented clearly.

In the case that third-party software and services are necessary to complete a vendor's proposed solution, the City reserves the right to make the purchase through other channels, to account for possible existing City or state contracts related to the product and other factors.

On Hardware:

If hardware is required to complete the solution, such as on-premises servers, the City reserves the right to purchase the hardware, or equivalent hardware, directly. This ensures the solution conforms to City standards and, as with software, account for existing contracts and other factors.

22. If the solution has Maintenance capabilities, will the solution replace or integrate with IBM Maximo?

Answer: It will depend on the solution's functionality and level of integration possible. Also, it should be noted that the City department does not use IBM Maximo for its facilities maintenance functionality but, as a repository for recording City-owned (fee simple) properties.

23. If the solution has document management capabilities, will the solution replace or integrate with Microsoft Sharepoint?

Answer: The City would prefer integration with Microsoft SharePoint and SharePoint-based technologies.

24. Which existing systems are to be replaced by the proposed solution? Which existing systems are to remain and need to be integrated with the proposed solution?

Answer: The City seeks to replace the broad use of small Excel workbooks and SQL-based databases used for project tracking, records, and lease management, with the proposed solution. Additional changes to existing systems will depend on the proposed offering, its capabilities, and points of integration.

25. Can you provide additional requirements for the "Fair Market Rent Study"? Should the proposed solution generate the Fair Market Rent Study as report output from data fields, or simply abstract/summarize/store/track the Fair Market Rent Study through document management? If possible, please provide a sample of the Fair Market Rent Study?

Answer: The solution does not need to generate a Fair Market Rent Study (FMRS).

The City seeks a solution that will record key details from our FMRS and allow us to generate simple reports and exports, based on the recorded data.

26. Can you provide additional requirements for the "Appraisal Report"? Should the proposed solution generate the Appraisal Report as report output from data fields or simply abstract/summarize/store/track the Appraisal Report through document management? If possible, please provide a sample of the Appraisal Report?

Answer: The City seeks a solution that will record the key data from appraisal reports and allow us to generate simple reports and exports, based on the recorded data.

- 27. Can you provide additional requirements for the "Environmental, Health, and Safety Report Tracking"? Should the proposed solution generate the Environmental, Health, and Safety Report as report output from data fields or simply abstract/summarize/store/track the Environmental, Health, and Safety Report through document management? If possible, please provide a sample of the Environmental, Health, and Safety Report.**

Answer: The solution does not need to generate specific reports but, needs the ability to record various report and finding types from the studies (e.g., asbestos and abatement).

Furthermore, this component should be able to utilize simple logic to trigger notifications and indicators based on basic criteria. For example, for an asbestos report the solution should record findings or no findings (i.e., asbestos is or is not present), and based on that result, trigger additional simple actions such as tracking abatement and signaling in the system that users need to be aware (e.g., a visual alert on the property record and in other pertinent locations such as work orders).

- 28. Can you provide additional requirements for the "Forms & Document Collection"? Can you provide a list of forms and quantity documents to be imported and tracked in the document management of the proposed solution?**

Answer: The City cannot provide a quantity because they are constantly changing with new regulations, laws, changes to policy, at the organizational, local, state, and federal level.

- 29. Can you provide additional requirements for the "Site Security"? Should the proposed solution generate the Site Security Report as report output from data fields or simply abstract/summarize/store/track the Site Security Report through document management? If possible, please provide a sample of the Site Security Report.**

Answer: The City expects basic tracking of information and the ability to report and export that data.

From Addendum No. 2:
(The ability to record)

Answer: Any physical security needs or requirements for the site, personnel, or 24/7 operations. Typical measures to deny unauthorized access to facilities, to protect personnel, and to secure the property. May involve multiple layers of security, such as alarms, CCTV surveillance, security guards, protective barriers, locks, access controls, and other deterrent systems.

- 30. Can you provide additional requirements for the "Signature Authority"? Should the proposed solution generate the Signature Authority Report as report output from data fields or simply abstract/summarize/store/track the Signature Authority Report through document management? If possible, please provide a sample of the Signature Authority Report.**

Answer: Yes, the solution should have the ability to provide basic reports on Signature Authority, based on core details about this requirement (e.g., contacts, verification status, signers for each item, etc.).

This should allow us to attach or link to related documentation.

31. **Can you provide additional requirements for the "Government Checks and Regulations Report"? Should the proposed solution generate the Government Checks and Regulations Report as report output from data fields or simply store/track the Government Checks and Regulations Report through document management? If possible, please provide a sample of the Government Checks and Regulations Report.**

Answer: Yes, simple reports on these elements should be possible with the proposed solution.

From Addendum No. 2:

Answer: Tracking of compliance with government rules pertaining to facilities, including city, state, and federal regulations, either through minor customization or the support of ad-hoc fields tied to assets and processes. For example, compliance with land use, zoning, prohibited uses, environmental, and GASB reporting requirements.

32. **Can you provide additional requirements for the "Trend Analysis, Industry and Local Market Focused"? If possible, please provide a sample(s) of the Trend Analysis, Industry and Local Market Focused.**

Answer: The City is interested in a solution that supports at least basic analysis, based on standard real estate and leasing metrics, as well as simple custom calculations (e.g., lease rate changes by term over time, accounting for location variables such as district).

33. **Can you provide additional requirements for the "Workload Management, Analysis, and Forecasting"? If possible, please provide a sample(s) of the Workload Management, Analysis, and Forecasting.**

Answer: The City is interested in reports that show assigned workloads, capacity, and forecasting based on the number and type of assigned work. For example, let's say a Property Agent can be assigned three (3) types of tasks: Active, Pending, and On hold. An agent can handle approximately 25 Active tasks at one time with each Active task taking approximately 6 months to complete. Each Active task will have various start dates. Pending and On-Hold tasks will become Active tasks at various future dates. Based on the type of task and anticipated start and completion dates we seek notifications, reports, and dashboards to highlight employees at capacity, overutilized, and underutilized.

34. **Can you provide additional requirements for the "Acquisitions"? If possible, please provide a sample(s) of the Acquisitions documents.**

Answer: No additional requirements.

35. **Can you provide additional requirements for the "Strategic Facilities Governance"? If possible, please provide a sample(s) of the Strategic Facilities Governance documents.**

Answer: The only requirement not explicitly stated would be recording the final decision on these items (e.g., approved or declined).

36. **Addendum states, "Go-Live: The City does not have a specific go-live date for the solution at this time. However, the City is expecting a go-live within 9-12 months of solution selection."**

Can you describe the steps (and possible timeline) between offer opening and solution selection? i.e. Short list of vendors, demos, presentations, etc.

Answer: The City plans to proceed with evaluation of responsive vendors. We cannot speculate at this time as to the timeline or additional steps involved.

III. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

ACKNOWLEDGED BY:

Name

Authorized Signature

Date

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